



PERSONAL DETAILS

Name : Mohammed Elmudathir Hassan Abdalla
Mohammed

Sex : Male

Date of birth : 15/01/1983

Marital status : Married

Nationality : Sudanese

Address : Sudan - Khartoum – Elshahafa

Telephone : +249100111330 - +249123666444

Driving License : Sudanese Driving License

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EDUCATION

2003 Elneelain University.

Dp. In Computer science.

I had finished my study with Grade “Very Good”

Open University of Sudan.

Bachelor’s Degree. In Computer science till now.

TRAINING

Computer Labs– Computer Department – Elneelain University

PROFESSIONAL EXPERIENCE

Company: Sudanese Telecom Company “Sudani”

Date: 20/9/2006 – 01/6/2019

Position: - Customer support in Sudatel Call Center (20/9/2006 – 10/11/2006)

- Back Office Team Leader (11/11/2006 – 15/02/2008)

- Duty Supervisor (16/02/2008 – 18/04/2008)

- Technical Supervisor (19/4/2008 – 01/6/2019)

- IPCC :

- Preparing the project execution plan and the smooth transition plan from the old call center platform to the new IPCC platform without affecting end user's experience.
- Coordinating with Huawei to customize software batches to fix bugs/flaws experienced in live environment.
- Provide periodic presentations and progress reports to top management about the projects progress.
- In charge of guaranteeing end user experience, by being responsible in formulation of User Acceptance Testing (UAT) and making sure UAT team executes them properly, as well as guaranteeing any snags are being addressed on both testing and live environment.
- Heavily involved on the negotiations with the Huawei about the delivery timelines.
- Daily maintenance of IPCC components (CTI, CSP, Database, IVR,...)
- Support agent's daily work and operations by troubleshooting any issues they face during daily work.
- Periodic maintenance of call center hardware components (ATAE racks, Disk arrays and UAP)

PROFESSIONAL QUALIFICATIONS

☐ Highly literate about the call center complaints work flow and the steps of the processing for customer complaints.

☐ Highly literate about the call center software's (Agent Software's – Monitoring

Software's – Control Software's – Configuration of Call Center Software's and policies –

Telesales systems – WFM systems - How to modify the IVR Flows and Messages)

☐ Highly computer literate - practical experience on a variety of software applications

(Excel Word and Power Point).

☐ Practical experience in computer maintenance for both software and hardware.

☐ Practical experience in computer networks for install, configure, administration and Maintenance (LAN, wireless LAN).

☐ Understand and be able to configure IP, Subnet IP, IGRP, EIGRP, OSPF, serial

interface, Frame Relay, ISDN, IP RIP, VLANs, Ethernet, and access list.

Courses

☐ Cisco Certified Network Associate (CCNA).

The course of the (CCNA) covers the following:

Install, operate, and troubleshoot a small to medium-size enterprise branch network.

The topics include connecting to a WAN, implementing network security, and network

Types, network media, routing and switching fundamentals, the TCP/IP and OSI

Models, IP addressing, WAN technologies, operating and configuring IOS devices,

Extending switched networks with VLANs, determining IP routes, managing IP traffic

With access lists, establishing point-to-point connections, and establishing Frame

Relay connections

☐ IPv6 Network Engineering.

☐ Introduction to Oracle 11g.

☐ MCSA

The course of the (MCSA) covers the following:

1- Administering a domain

2- Using Active Directory

3- Changing network permissions

4- Configuring client machines for use with the domain

5- Troubleshooting problems in a business environment

☐ IaaS (vCloud Director) .

☐ Service Desk Analyst .

☐ WCDMA overview course

☐ Team Building .

☐ Diploma of Nero Linguistics Programming (NLP) .

☐ RHCSA / RHCE .

☐ Distinguished Service Leadership .

☐ Levels , resources and strategies for dealing with work stress in the Customer Care Center .

☐ Developing Microsoft SQL Server 2012 Databases .

☐ ITIL Foundation V4 .

☐ Kaspersky Endpoint Security and Management .

☐ Group of courses in networks administration and engineering.

LANGUAGES

☒ Arabic.

☒ English.

Objective

I hope to develop my knowledge by study of many courses, like the

advances Cisco courses and Microsoft, then, the degrees of Master and

doctorate to reach to the ideal position which is satisfy me and my family.

In addition to that, I hope to improve myself in the field of my job to gain

a good reputation, and to gain the satisfaction of my bosses

References

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☒☒ Mr. Ali Abdalla Ahmed .

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